

Our analysts provide assistance with questions or problem issues as they occur. Our goal is to provide timely support and quick resolution in a manner that causes the least disruption to normal daily operations.

### Contact Information

Support can be obtained 24/7 at:

Phone: (800) 997-9921 x1259

Email: [support@altec-inc.com](mailto:support@altec-inc.com)

Regular Support available 6:00 AM – 5:00 PM PT Mon – Fri

After Hours Support available 5:00 PM – 6 AM PT Mon – Fri, Sat - Sun

### After Hours Support

After Hours Support is classified as a support engagement that falls between 5 PM Pacific – 6 AM Pacific Monday through Friday, and all day Saturday and Sunday. Typically there is an additional charge for after hours support engagements.

### Costs:

Support is billed in 15 minute increments and the rate is determined by your support maintenance agreement. After hours support is billed at a higher hourly rate. There are some notable exceptions and they are as follows:

- Any support time logged that result in identifying a defect in the software is not billed.
- Any support time logged to deploy a hotfix is also not charged.
- Any time associated with a project is billable in its entirety as per signed agreement letter.

### Escalations:

We operate on a 3 tier support structure and will resolve or escalated appropriately.

- Tier 1 – initial assessment, information gathering and resolution
- Tier 2 – escalation of complex support issues to senior support staff
- Tier 3 – escalation to Development for resolution of a product defect

All support cases submitted are prioritized as follows. We work all open cases in priority and date order.

<b>Priority</b>	<b>Description</b>	<b>Response Time</b>
Critical	<ul style="list-style-type: none"> <li>• system is completely down and cannot proceed without assistance</li> <li>• users are unable to access the applications</li> </ul>	Within 30 minutes of submission
Urgent	<ul style="list-style-type: none"> <li>• multiple users impacted</li> <li>• error in business critical processes</li> </ul>	Within 30 minutes of submission
Normal	<ul style="list-style-type: none"> <li>• The customer is able to complete processing but requires assistance with the functionality or change in configuration.</li> <li>• installation support</li> <li>• training requests</li> <li>• test server implementation</li> </ul>	Within 60 minute of submission
Low	<ul style="list-style-type: none"> <li>• Request for information</li> <li>• Enhancement request submissions</li> <li>• General questions</li> </ul>	Within 24 hours of submission

## Support Life Cycle

Altec Support strives to provide installation, configuration and workaround assistance to customers on any version of the doc-link product, but our Development team will only provide code changes and hotfixes for the current doc-link version and the previous product version (current version – 1).

**Note** A hotfix is a modification to the doc-link product software code to address specific critical problems.

## Customer Escalation Guide:

The information below is the escalation matrix Altec customers can leverage at any time they feel that they are not getting the appropriate level of attention to their issues. Due to the critical nature of your concerns you will see below an escalation path that goes to the top of our Organization. Brandt Morrell, President of Altec, stated in an internal memo "I believe in our product and people and I am willing to take any call at any time." We at Altec are serious about adhering to the core customer service values that have brought us success for over 20 years. Please feel free to use the information below to bring visibility and closure to any issue you feel needs more attention.

### Customer Support:

Available 24/7  
 Phone: (800) 997-9921 x1259  
 Email: [support@altec-inc.com](mailto:support@altec-inc.com)

### Customer Care Manager:

Lori Corbino  
 Phone: (800) 997-9921 x1224  
 Fax: (949) 597-1224  
 E-mail: [loricorbino@altec-inc.com](mailto:loricorbino@altec-inc.com)

**Senior Management Support:**

Cathy Champlin  
Customer Support Manager  
Phone: (800) 997-9921 x1295  
Fax: (253) 274-0007  
E-mail: [cathychamplin@altec-inc.com](mailto:cathychamplin@altec-inc.com)

**Executive Support:**

Brandt Morrell  
President & COO  
Phone: (800) 997-9921 x 1254  
Cellular: (949) 233-0027  
Home: (949) 493-2294  
Email: [brandtmorrell@altec-inc.com](mailto:brandtmorrell@altec-inc.com)